



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending December 31, 2010

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.19	0.12	0.60	0.30
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.13	0.12	0.10	0.12
E. Percent of Service Installations [730.540(a)]	96.91%	99.66%	99.40%	98.65%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	92.13% *	88.97% *	90.27% *	90.45% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.93	2.99	2.64	2.85
H. Percent Repeat Trouble Reports [730.545(c)]	12.71%	17.10%	17.74%	15.78%
I. Percent of Installation Trouble Reports [730.545(f)]	4.36%	5.77%	5.64%	5.24%
J. Missed Repair Appointments [730.545(h)]	91	101	112	101
K. Missed Installation Appointments [730.540(d)]	40	46	24	37

Comments



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